

THE TROY CIVIL SERVICE COMMISSION ANNOUNCES AN OPEN COMPETITIVE EXAMINATION

EXAM TITLE: COMPUTER SUPPORT TECHNICIAN
EXAM NUMBER: 10102

Applications will be accepted on a continuous basis – examinations are held periodically

COMPUTER SUPPORT TECHNICIAN: City of Troy, Grade 15. Salary range \$30,807 to \$45,699. The Enlarged City School District of Troy, Grade 11A. Salary range \$33,659 - \$38,876. This examination is being held to establish an eligible list to fill present and future vacancies. ****The Eligible List For This Examination Will Be Established For TWO (2) Years.**

For both jurisdictions: candidates must have been legal residents of Washington, Columbia, Rensselaer, Albany, Saratoga, or Schenectady Counties for at least one month prior to the date of this examination. The City of Troy may request a certified list which contains only the names of residents of the City of Troy.

DUTIES OF THE POSITION: (illustrative only)

- Provides technical assistance to employees in use of equipment, problem solving, and software malfunctions;
- Installs, repairs and maintains computers and related equipment, including printers, modems, scanners, cabling, etc.;
- Operates diagnostic equipment and performs general repair and upgrades;
- Installs software and maintains software libraries and manuals;
- Provides basic instruction on use of equipment, software, and applications to employees;
- Designs and installs Local Area Networks and Distributed Area Networks for instructional and administrative needs;
- Maintains problem logs;
- Maintains equipment, software and parts inventories.

MINIMUM QUALIFICATIONS: Candidates must meet the requirements of the following on or before the date of the written test:

High School Diploma or equivalency diploma and either:

- (a) Completion of (2) years college with specialization in Computer Sciences or a closely related field, OR
- (b) Two (2) years of paid experience in installation, maintenance, and repair of computers; peripherals, and software, OR
- (c) An equivalent combination as defined in (a) and (b).

This examination will consist of two parts: a rated evaluation of training and experience and a qualifying pc-administered test. You must pass the evaluation of training and experience in order to take the qualifying pc-administered test. You must pass both tests in order to be considered for appointment. Only your rating on the evaluation of training and experience will be considered when computing final scores.

Rated Evaluation of Training and Experience

You will complete a questionnaire that asks for specific information on your information technology education (formal degrees, IT related training courses, certifications) and experience. You will also be asked to briefly describe a significant achievement in each job's areas and to provide the name and contact information for someone who can verify your information. The information you provide about your experience will be rated in the following areas:

Help Desk
Network Administration
Data Communications
Business/Systems Analysis
Microcomputer Repair

Qualifying pc-administered written test will be designed to test for knowledge, skills and/or abilities in such areas as:

Logical Reasoning and Interpreting Instructions for Computer-Related Positions:

These multiple-choice questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g. if A and B, then C) and relations (e.g. greater than). Knowledge of addition, subtraction, multiplication and division is necessary, but neither mathematical sophistication nor computational speed is needed. The interpreting instructions questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

User Support and Training:

This simulation exercise requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a user's problem. During the course of handling the problem, candidates will be required to: demonstrate communication skills, apply troubleshooting practices and tools, determine the appropriate level of training needed by the user, and educate the user on the proper use of computers.

Working Effectively with Others to Solve Job-Related Problems:

This simulation exercise requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the exercise, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan for up to two (2) years.

This exam is being prepared and rated by the New York State Department of Civil Service, in accordance with Section 23-2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with the preparation and rating of examinations will apply to this written examination.

VETERANS or disabled veterans who are eligible for additional credit must submit an application for veterans credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office.

Effective January 1, 1998 the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received honorable conditions in order to be certified at a score including veteran's credits.

APPLICATION FEE: A Non-Refundable fee of \$15.00 is required for each separately numbered examination for which you apply. The required fee must accompany your application. Applications may be filed in person at the Troy Civil Service Commission Office in Troy City Hall, or by mail. Submission of a resume instead of a completed application is unacceptable. If mailing the application, send check or money order, payable to the Troy Civil Service Commission, and write the exam number and your social security number on the check. **DO NOT SEND CASH THROUGH THE MAIL.** The address is Troy Civil Service Commission, City Hall, 1 Monument Square, Troy, NY 12180.

NOTICE TO CANDIDATES: Use of a calculator is allowed for this examination.

Accepted candidates will be notified when and where to appear for the examination. **No one will be admitted to the exam without a picture identification card, and an official admission letter.** If an application is rejected, due notice will be sent. The Commission does not make formal acknowledgment of receipt of an application. Call the Commission if you have not received your notice three (3) days before the date of the test.

SATURDAY SABBATH OBSERVERS – DISABLED PERSONS: If special arrangements for testing are required, please indicate this on a separate sheet submitted along with your application.

CROSS FILER STATEMENT:

If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both State and Local government examinations, you must make arrangements to take all your examinations at the State examination center by calling (518) 457-7022 no later than two weeks before the test date.

If you have applied for other local government examinations, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with which you have filed an application of the test site at which you wish to take your examination.

THE CITY OF TROY IS AN AFFIRMATIVE ACTION / EQUAL OPPORTUNITY EMPLOYER. Hiring and promotion decisions in the City service are based solely upon qualifications and ability, and the City does not discriminate on any other basis. Minorities are encouraged to apply.